The Job Aid explains how a partner can create a new community partner user account in MI Bridges.
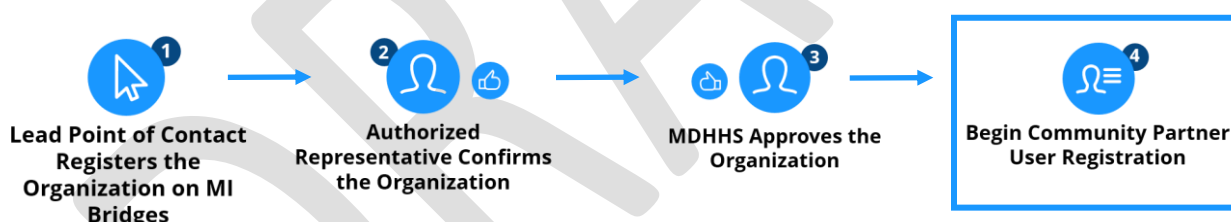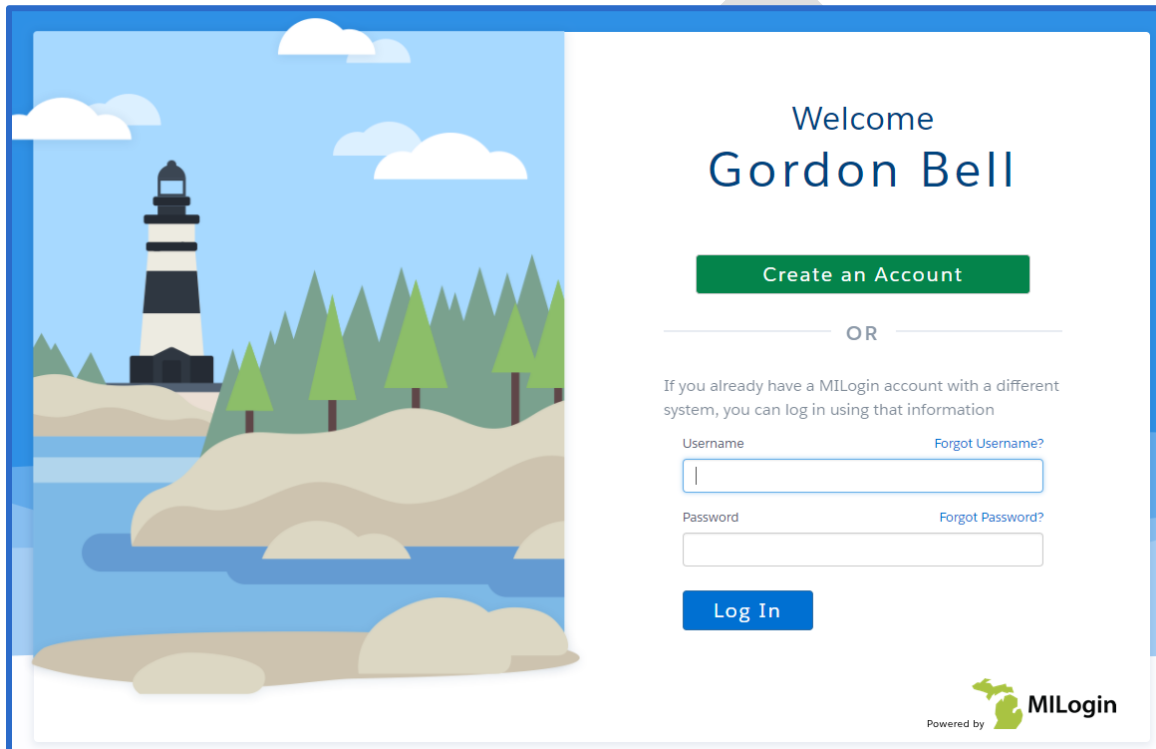
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Important Information

You will receive an invitation to register as a community partner user after your organization has been registered in MI Bridges by your Lead Point of Contact and approved by MDHHS. In MI Bridges each user will receive their own unique account.

Begin your User Account Registration

As a Community Partner user, after the Lead Point of Contact from your agency has created an account for you and it has been approved by MDHHS, you will receive an email from MI Bridges prompting you to register your account.

1. You will receive an email with the subject line "Create Your MI Bridges Account". Review this email and click **[Join the Team]** to begin the registration process. The MI Bridges log-in page opens.

2. Your name displays at the top of the page. Click **[Create an Account].** The **Account Registration** page displays.

Account Registration

Contact Information — **Security Questions** — **Username/Password**

How can we contact you?

* = Required

Cell Phone *****
989-621-8537

Work Phone *****

Email *****
gordon.bell1@mailinator.com

It's important to provide this information so we can confirm your identity. MDHHS will not use this information.

Address *****
100 Main St.

Zip Code *****
48933

City *****
Lansing

State *****
Michigan ▾

County *****
Ingham ▾

The question below is to ensure that you are not a robot.

How many body parts in the list: bee, chin, ankle, leg and dog? *****
3

☑ I agree to the terms & conditions. *****

📌 **Tip:** When typing your address, be sure to type your personal home address. This is verified through the Postal Service. You will use your personal address (NOT work address), because this information is used to confirm your identity later in the registration process.

3. Type your text capable mobile phone number, your work number, and your personal address.
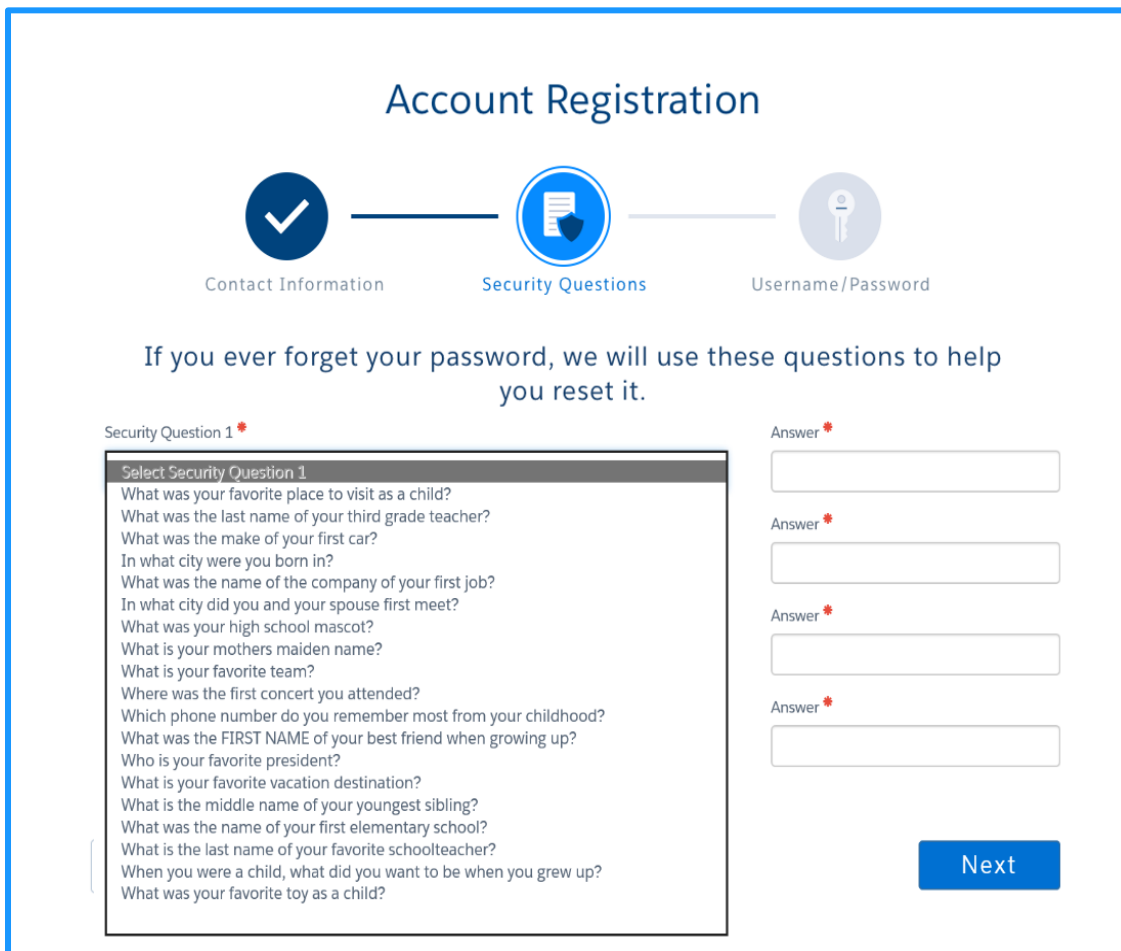
📌 **Tip:** When selecting a mobile phone, be sure to type a number that receives text messages. This is the phone number that will be used each time you complete the Multi-Factor Authentication (MFA) process.

4. Answer the last question on the page. This is a question to protect against fraudulent accounts being created.

5. Check the box next to **[I agree to the terms and conditions]**. The **Address Verification Dashboard** displays.
6. Select your address and click **[Confirm].** The **Security Questions Dashboard** displays.

📌	**Tip:** After creating your account, If you ever forget your password you can use these security questions to reset your password. The partner security questions are the same questions used when creating a client account. Some questions that you might find easy to answer include: • In what city were you born? • What is your mother's maiden name? • What was the name of your first elementary school?

7. Select 4 security questions and provide answers in the boxes. Click **[Next]**. The **Account Registration** page displays.

8. Type a **[last name, first initial (no space)]** followed by any **4 digits.** This is mandatory username format for community partners.

	Tip: The *Username* field changes from white to green if the username recorded meets the guidelines and is available. Notice the "username is available" that appears after a name is recorded.

9. Type a password that follows the guidelines under the **Password Guidelines.**

	Tip: You must type the password twice to confirm it is accurate. This field changes from white to green if the password meets guidelines. The *Retype Password* field displays red if the two fields do not match.

10. Select **[Continue].** The **Account Registration Successful** page displays.
11. Click **[Next].** The **Identity Information** page displays.

Confirm Your Identity

With the new MI Bridges, clients can now consent for community partners to view their benefit information and letters sent from MDHHS. Because of the increased personal client information that partners can view – there is increased security needed for partners. Partners must complete the 'Confirm Your Identify' process, also called ID Proofing, when creating a new account.

12. Record demographic exactly as it appears on your legal identification, such as Date of Birth, Social Security Number, or Address. The First and Last Name fields default and cannot be edited. Click **[Next].** The **Confirm Your Identity** page displays**.**

📌	**Tip:** If you are unable to complete ID proofing on the first attempt, you can always try a second time. Partners can attempt to confirm their identity in MI Bridges twice in 48 hours. If you are unable to pass on your second attempt, you can wait 48 hours to try again, or call the Help Desk for assistance at 1-844-799-9876. When calling the Help Desk remember to select prompt '5' to identify yourself as a community partner.

13. Select appropriate responses to the security questions to confirm your identity. Click **[Submit].** The **Identification Verified** page displays**.**
14. Click **[Get Started].** The **Verify Your Device** page displays**.**

📌	**Tip:** The Multi Factor Authentication (MFA) process is new to MI Bridges. Community Partners are required to do this in order to be sure information is being shared with the correct person. Partners will complete the MFA process when logging into MI Bridges once every 24 hours. The MFA PIN sent to the partner is only valid for 5 minutes. Please enter the PIN as promptly as possible.

15. Select **Email, Mobile (Text/SMS),** or **Call** as a method to verify your device. Click **[Next].**
16. Type the PIN in the box. Click **[Submit].** The **MI Bridges Profile** page displays.

Create Your Partner Profile

The first time you log into your account you will be prompted to confirm your profile information.

17. Your '**Agency Name** displays and cannot be edited. Select *Type of user* from the drop-down list (Staff or Volunteer) and select *Languages Spoken* from the drop-down list. You can select multiple languages. Click **[Next].** The **Verify Work Location** page displays.

> **Tip:** Your Organization Address automatically defaults to the main address of the organization. If you do not work at the main location, you can select the correct location from the *Please Select Location* drop-down list.
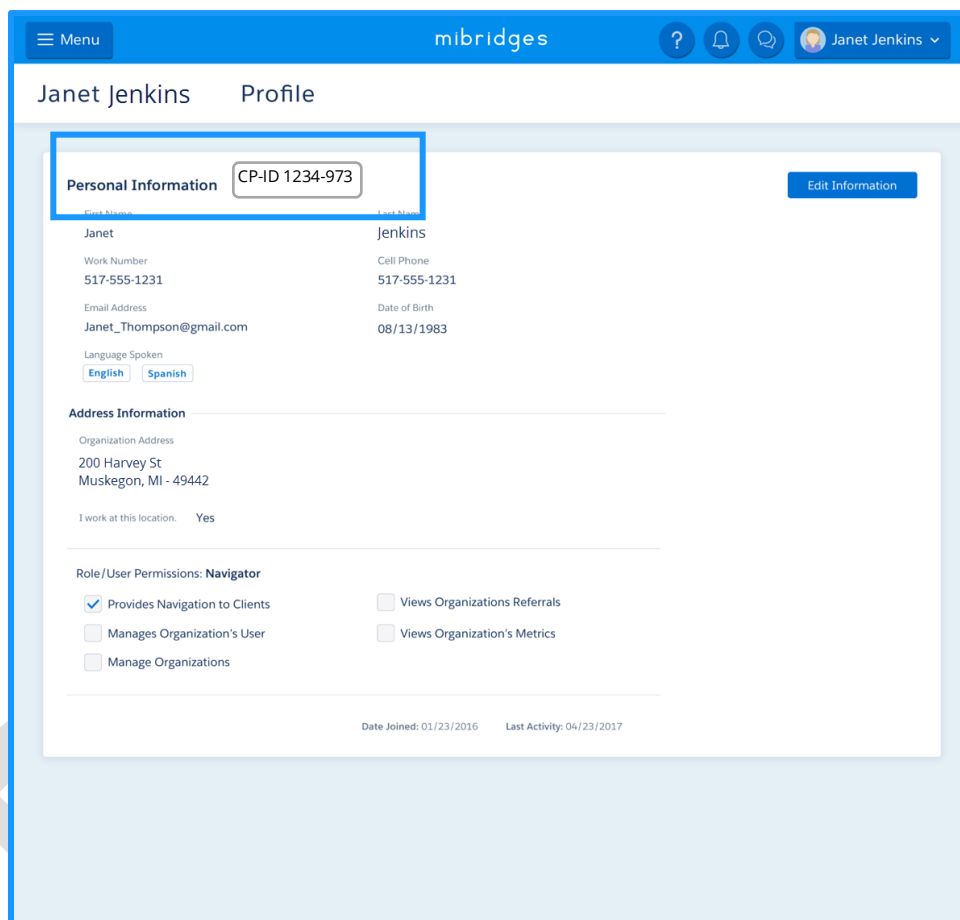
18. If your organization that have multiple locations: The *I work at this location* field defaults to Yes. Click the **[Yes/No]** switch to **[No]** if you work at another location.
    - If you select **[No],** the *Please Select Location* field appears**.** Select the correct location from the drop-down list.
19. Click **[Next].** The **Terms and Conditions** page displays.
20. Review the Terms and Conditions and check the boxes next to each term or condition to complete your registration. Click **[Submit].** The **Account Registration Successful** page displays.
21. **Congratulations you have successfully created your partner account!**

Find Your Community Partner ID

After creating your account, you can find your CP-ID on your MI Bridges profile. This is the ID you will give to clients to record you are working as their navigator.

22. On the **Community Partner Dashboard,** click **Your Name** in the top right corner**,** select **[profile]** in the drop-down list. The **Community Partner Profile** page displays.

23. Your Community Partner ID (CP-ID) displays next to **Personal Information**. This ID is 7 digits. The first 4 digits are the same across each organization and the last 3 digits are unique to your ID.

> **Remember!** You can always call the Help Desk with any questions about creating a Community Partner Account. The Help Desk can be reached at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.